

Hertaling van de brief over de huuraanpassing per 1 juli 2020

The following applies only to tenants who have received a rent adjustment letter that includes information on rent freezes and rent reductions.

Reference: Annual rent adjustment

Please read the information below about the rent adjustment in 2020. This is important information. You may be able to request a rent freeze or a rent reduction.

Rent increase of 2.6%

On July 1, 2020 we will increase your rent by 2.6%. This is in line with inflation, i.e. the rate at which the cost of living has increased over the past year.

Rent freeze or rent reduction for some tenants

Some tenants are entitled to a rent freeze. That means that their rent will stay the same. Other tenants can even apply for a rent reduction. Whether you are eligible for a rent reduction depends on two things:

- your income (and the income of any members of your household who are 18 or older);
- the amount you pay in rent.

Check the [Rent freeze and rent reduction 2020](#) flowchart to see whether you are eligible for a rent freeze or rent reduction.

Important: You yourself must apply for a rent freeze or rent reduction!

Are you entitled to a rent freeze or rent reduction? Then we will need some information from you. You can provide it on the [Rent freeze application form](#) or the [Rent reduction application form](#). This [video](#) explains more about rent freezes and rent reductions. If you need more information, you can also call us at 088-385-0800.

When do I need to apply for a rent freeze or a rent reduction?

Important: You can only apply for a rent freeze between May 1 and July 1. You can apply for a rent reduction at any time. It's best to do so as soon as possible, however, because we will only be able to lower your rent after we have received your application.

Your new rent

The letter you received about this year's rent adjustment included a Rent Increase Specification. This shows the old and new rent in net amounts, i.e. before the service charges are added. If you are not entitled to a rent freeze or rent reduction, then this will be your new rent starting on July 1, 2020. If you are applying for a rent freeze or rent reduction, then your rent may change later.

Service charges

Do you pay service charges? They are listed under 'Goods and services' on the Rent Increase Specification included with the letter we sent. If you received a Service Charge Statement before April 3, then the amounts given in the Rent Increase Specification are correct. If you received this statement after April 3, or if you have not received it yet (it will arrive no later than July 1), then the service charges may differ from the amount reported in the Rent Increase Specification. In that case, you will find the correct (new) advance payments on the Service Charge Statement.

What do you need to do to pay the new rent amount?

- If you pay by direct debit or giro payment slip (*acceptgiro*), then no action is required from you. Starting in July, you will pay the new amount automatically.
- If you have arranged monthly payments through your bank, then you must adjust the monthly amount yourself.
- If someone else is paying your rent, make sure that they adjust the amount.

More information

If you would like more information about rent freezes, rent reductions or how you can file an objection, call the WoonAdviesTeam at 088-385-0800. Our staff will be happy to assist you.